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RUEHTRO/AMEMBASSY TRIPOLI 7185

UNCLAS SECTION 01 OF 03 STATE 046244

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SUBJECT: ITGBL - ROLES AND RESPONSIBILITIES

¶1. Summary. The Office of Logistics Management (A/LM) appreciates the feedback provided by Locally Employed (LE) transportation staff through post visits and FSI training sessions. Foremost among your comments was the need to more clearly express the roles and responsibilities of all parties involved with the International Through Government Bill of Lading (ITGBL) program. This cable will describe the ITGBL participant functions and provide on-line links and data for ITGBL related information. End Summary.

¶2. A common theme throughout the discussions between A/LM and LE staff at posts was that outlining the roles and responsibilities of everyone involved with ITGBL would be very beneficial to all. To that end, the functions of the following participants are described below: (1) GSO shipping section; (2) transferring employee; 3) Despatch Agency or ELSO; (4) ITGBL forwarder; (5) packing/unpacking local agent; (6) the Transportation and Travel Management Office (A/LM/OPS/TTM) in Washington.

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Roles and Responsibilities:  
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¶3. GSO Shipping Section

- Selects and ranks at least two (2) local packing agents for use by an ITGBL forwarder.
- Provides the Despatch Agency (DA) with requested local packing and/or transportation (DPM) costs to determine whether ITGBL or DPM is the best value.
- Is the primary contact for counseling the employee on shipping entitlements and restrictions, and receives initial pack-out information from the transferring employee.
- Advises the employee on the moving and shipping process for air, surface, POV, or storage, etc.
- Provides on-site vendor management to advise TTM of service failures or change the local agent roster.
- Provides assistance/input to local agent concerning arrangements for parking, access to residences, etc.
- Is the primary contact for the ITGBL forwarder and the local agent.
- Schedules the pre-packout survey and packout date with the local agent on behalf of the employee.
- Prepares import/export forms with transferring employee.

NOTE: GSOs should not be involved with any payment

issues between the local origin agent and the ITGBL forwarder. There should be no invoices for any part of an ITGBL move which involves post payment so post should never use WCF (Despatch Agency) or PAT (Post Assignment Travel) fiscal data for any services on those moves.

Do not use repayment agreements. There is no such thing as a "promissory note" or repayment agreement for the shipment of HHE/UAB/CNS/POV, whether moving via the DPM or ITGBL method. The existing 14 FAM repayment agreement is for travel only. The employee must have valid travel orders to process a DPM or ITGBL shipment. Nothing moves without a valid funding authorization.

#### 14. Transferring Employee

- Understands shipping entitlements and the process involved to make a PE move and knows the restrictions on shipping entitlements to avoid problems and delays. If the employee is not familiar with their entitlements, the employee should seek GSOs advice.

- Starts the business process of moving as early as possible. Travel orders and other paperwork should be present before the physical pack-out and move take place.

- Makes timely submission of TMTWO in order to obtain a travel authorization (TA) so that shipments can be funded and moved.

NOTE: The new automated Proposed Travel Itinerary (TMTWO) is now mandatory for all employees, except those on Washington-out orders. The "My Itinerary" link can be found in HR Online. Employees should begin using "My Itinerary" as soon as they receive their Assignment Notification (TMONE).

- Provides contact information to the GSO as appropriate for pack-out and/or destination delivery.

- Provides complete information on the Shipment Data Form so GSO can provide it to servicing DA for determination of shipment mode and create shipment file. This form can be found on ELSO's web site (<http://elso.a.state.gov/default.htm>).

- Completes all forms required by ITGBL forwarder for export and/or import clearance/delivery at destination.

- Ensures the local packer sees everything to be shipped or is advised of items added after the pre-move survey.

- Coordinates with GSO and forwarder to resolve problems or overweight issues/payment so shipment can be made.

- Pays any overweight charges to the post cashier against the applicable TA. This is done prior to the movement of the shipment and a copy of the receipt must be given to the GSO and DA for their files. No payments should be made to the ITGBL forwarder or local agent. (No overweight shipment will move without the charges being paid per 14FAM612.3-3).

#### 15. Despatch Agency or ELSO:

- Determines shipment method: ITGBL vs. DPM, based on best value.

- Initiates ITGBL shipment files in ILMS for serviced posts.

- Is the secondary source for shipment status and FAM assistance; GSO is the primary source for the post and TTM is the ultimate source globally.

- Coordinates with the ITGBL forwarder on getting timely status information to update ILMS files.

#### 16. ITGBL forwarder:

- Communicates with all parties involved: the destination agent, the employee, Despatch Agency, and the Post GSO.

- Coordinates with GSO and selected local

packer/agent for pre-move survey and pack-out from losing post.

- Coordinates with gaining post GSO on receipt and delivery of personal effects to employee's residence.

- Coordinates with the employee and GSO to prepare required export and/or import documentation.

- Books the most advantageous routing to meet the Required Delivery Date (RDD).

- Provides on-line web address for employee to check status on shipments(s).

- Provides prompt claims disposition, if applicable.

- Provides prompt reporting of shipment status as required by the tender of service and is the primary source for shipment status.

- Pays local and destination agents for services rendered.

#### 17. Packing and Unpacking (Local) Agent:

- Coordinates with GSO and employee on pre-move survey date (origin).

- Commences pack-out (origin) or delivery-out (destination) on selected date(s).

- Packs/unpacks according to the requirements of the ITGBL Tender of Service terms and conditions.

- Can act as liaison for employee with ITGBL forwarder or post GSO.

- Bills the ITGBL forwarder directly and should not request or accept any payment from the employee or Post for services rendered under the ITGBL contract (except charges for additional insurance coverage if opted for by the employee).

- Must have a clear understanding of the requirements of a local agent for an ITGBL forwarder and understands the differences in requirements for an ITGBL versus a DPM move if they are used by post for both shipping methods.

- Informs GSO about inventory and weight certificates.

#### 18. TTM responsibilities:

- Coordinates with GSA on ITGBL program requirements.

- Performs vendor management, based on post, employee, or DA input of ITGBL forwarders service to ensure compliance with the Tender of Service.

- Is the ultimate source for guidance on employee shipping entitlements and primary source for FAM assistance.

- Monitors post selection of local agents to be used by the ITGBL forwarders.

#### 19. Roles Applied to a Hypothetical Shipment of HHE:

a) Employee completes TM-2 and other requirements necessary for travel order to be issued by HR.

b) Employee contacts GSO to coordinate the move.

c) GSO contacts the Despatch Agency/ELSO to request a forwarder to be assigned to the move.

d) The DA selects an ITGBL forwarder based on best value to the USG.

e) The ITGBL forwarder chooses one of the post approved agents to do the packout and contacts Post GSO to inform them of local agent selected to perform the move.

f) GSO contacts the local agent to arrange a survey and packout date for the employee.

g) After the packout, the agent provides the employee, forwarder, and GSO with the inventory, pieces, weight, and volume of the shipment.

- h) The forwarder commences the move.
- i) The forwarder arranges the delivery at the destination.
- j) The ITGBL forwarder pays the origin and destination agents with NO GSO involvement.

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ITGBL Related On-Line Links and Data  
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¶10. Detailed information on the ITGBL program can be found on the LM (<http://lm.a.state.gov/>) and ELSO (<http://elso.a.state.gov/>) web pages to answer most questions. Transportation questions should be directed to [TransportationQuery@state.gov](mailto:TransportationQuery@state.gov)

¶11. Future Changes: With an eye toward process improvement, the current 'as is' scenario described above will be enhanced within the next six months with implementation of a post-oriented transportation module called "Transportation Lite." This new ILMS web-based tool includes a series of near real-time reports on shipments enroute to post and a module called "Plan My Move" (PMM). The PMM module provides the GSO transportation staff at post with an application to assist in the management of outbound personnel effects (PE) shipments and the related communications with their servicing Despatch Agency. PMM also simplifies access to employee's existing PE storage information and previous shipment information, and allows employees to initiate shipment requests.

¶12. The ITGBL process has been much improved by the questions, comments, and suggestions of the GSO staffs around the globe. A/LM encourages GSO assistance with shaping this program whose sole purpose is to provide a critical service to employees and their families.

Minimize considered.  
CLINTON